

Healthy Options Adult

Single Item Measure

Question 19

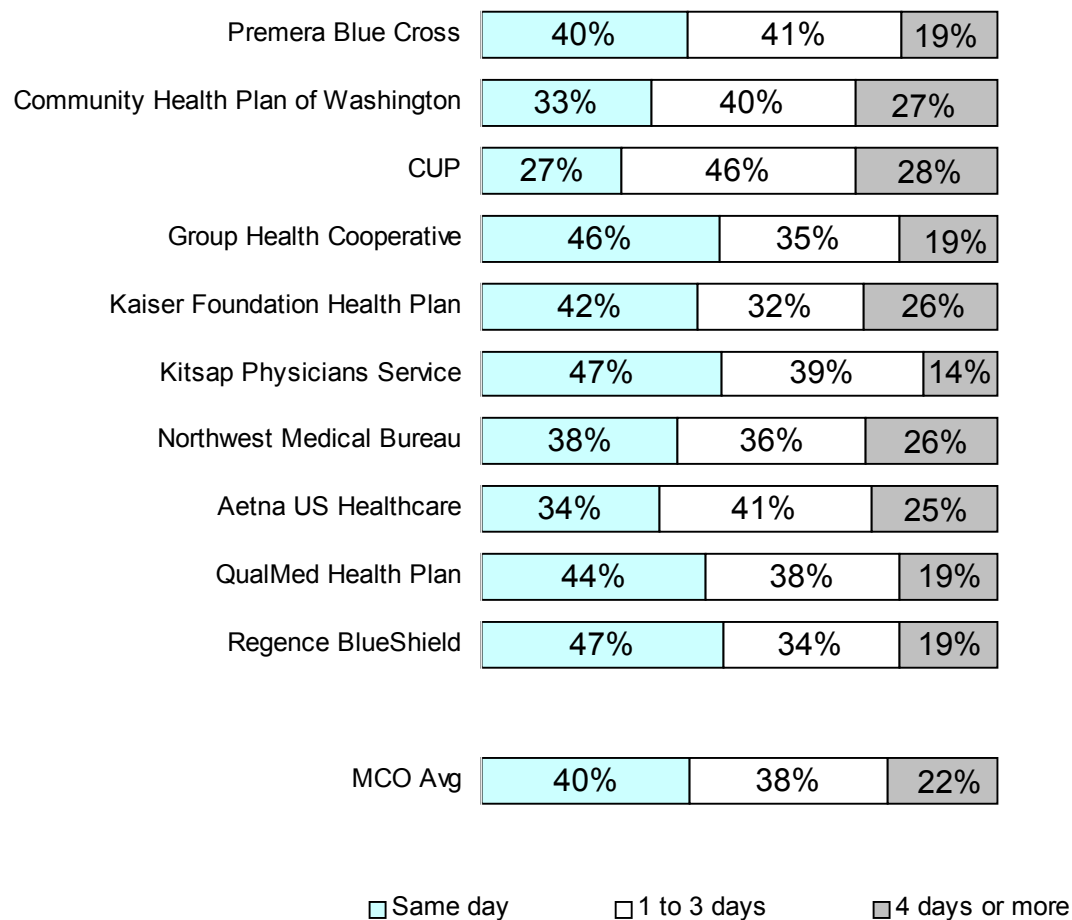
Survey respondents were asked:

“In the last 6 months, how long did you usually have to wait between trying to get care and actually seeing a provider for an illness or injury?”

Note:

This question was answered by people who indicated they had had an illness or injury that needed care right away in the first 6 months of 1998.

Q19 Days waiting for acute care (N=1,989)



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Question 22

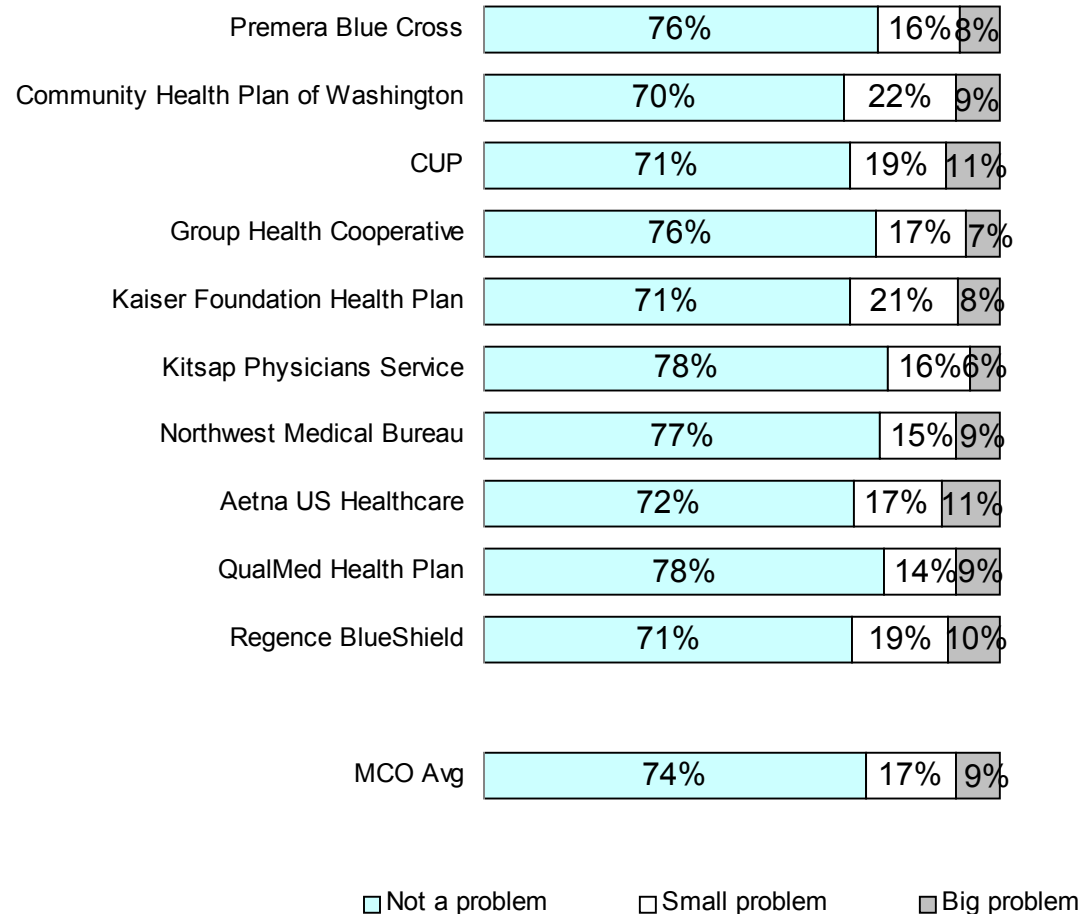
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?”

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic to get care at least once in the first 6 months of 1998.

Q22 Problems getting necessary care (N=3,331)



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Question 23

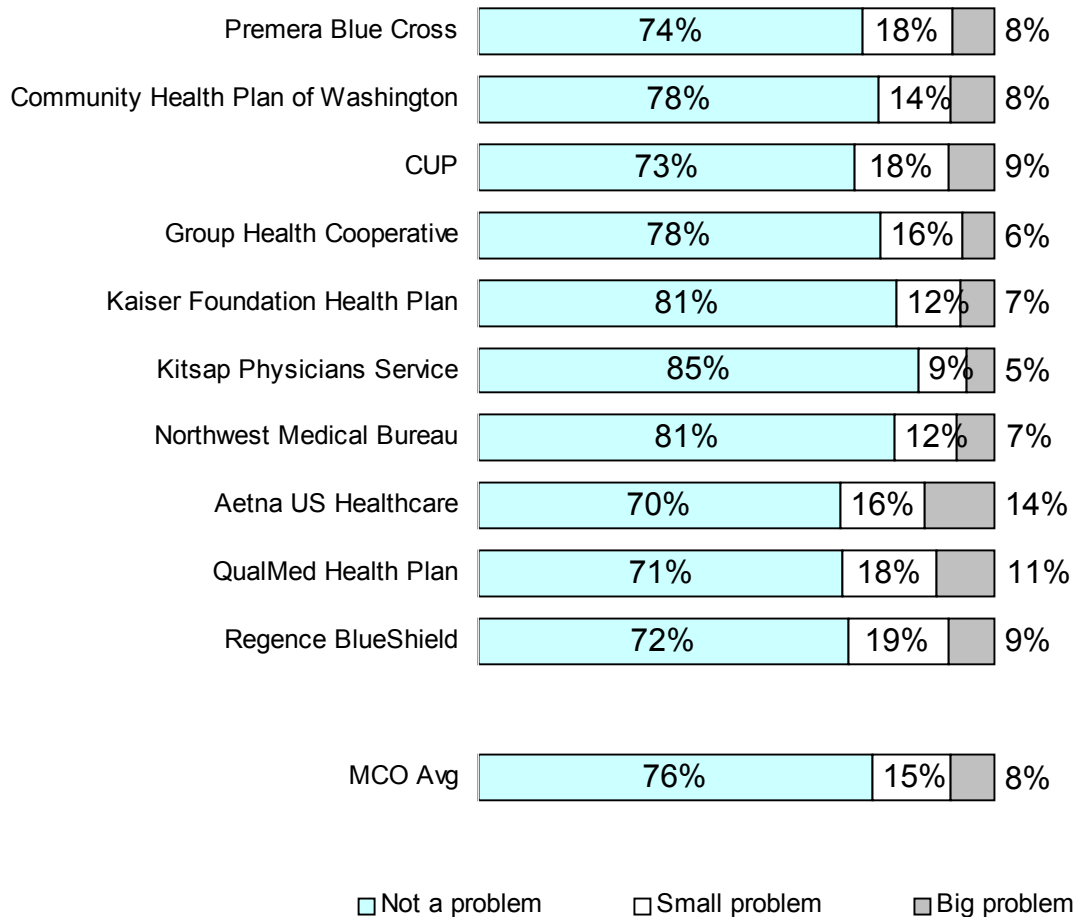
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, were delays in your health care while you waited for approval by your health plan?”

Note:

This question was answered by people who indicated they had been to a doctor or clinic at least once in the first 6 months of 1998.

Q23 Problems getting care delayed due to approval (N=3,329)



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Question 24

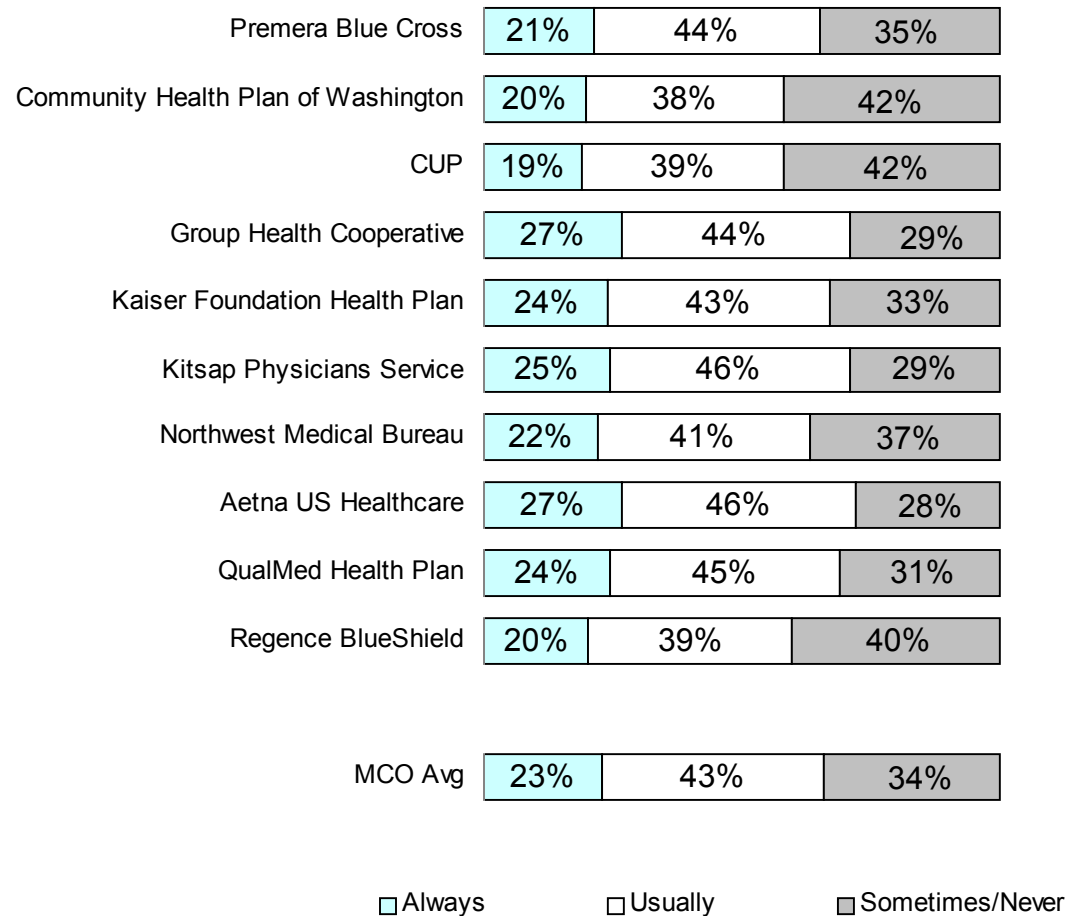
Survey respondents were asked:

“In the last 6 months, how often did you wait in the doctor’s office or clinic more than 15 minutes past your appointment time to see the person you went to see?”

Note:

This question was answered by people who indicated they had been to a doctor’s office or clinic at least once in the first 6 months of 1998.

Q24 Saw the doctor within 15 minutes (N=3,344)



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Question 25

Survey respondents were asked:

“In the last 6 months, how often did office staff at a doctor’s office or clinic treat you with courtesy and respect?”

Note:

This question was answered by people who indicated they had been to a doctor’s office or clinic at least once in the first 6 months of 1998.

Q25 Courtesy and respect from office staff at doctor's office (N=3,345)

